



County Kildare Local Employment Service
Unit Five Rathasker Square Kilcullen Road Naas
Co. Kildare

Tel: 045 895555 - Fax: 045 895252

Email: naas@cokildareles.ie

www.facebook.com/KLESN

Website: www.localemploymentservices.ie

Website: www.CoKildareLES.ie

KLESN
ANNUAL REPORT 2020



Organisational Structure

Board of Directors

Up to 8 members representing Key Statutory Bodies, Employer & Employee Representative Bodies, Community & Voluntary Agencies.

Determines Policies, Strategies & Programme Budgets.
Oversees Implementation of the KLESN Business Plan.
Approves all Programme Expenditures.

Executive Committee

(Chairperson/Secretary/Treasurer)

Present recommendations to the board on policy, financial & programme matters.

Oversee Staff & Management issues

Oversee financial controls & procedures

To advise the board & co-ordinator on strategic issues as directed by the board

Review Preparation of audited accounts

Provide guidance to the Chief Ops Officer

To call on external advice as required

Chief Operations Officer

Oversee day-to-day operations of the KLESN

To implement any recommendations as indicated by the Board of Directors.

To set up, develop & maintain linkages through personal activities & those of reporting staff.

Reporting to the Board of Directors & Executive.

Frontline Staff/Accounts/Team Leader

- Team Leader
- Employment Guidance Officers/Mediators
- Administrative Team



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KLESN - County Kildare Local Employment Service Network
DSP - Department of Social Protection

PA’s - Protection Applicants
PtW - Pathways to Work



CHAIRPERSON'S REPORT

2020 was a year like no other! We started the year with relatively low unemployment levels, fast approaching full employment. At the time of writing our 2020 report, unemployment among our young cohort is a shocking 59.2%. To say the Pandemic has had a massive impact is almost an understatement! Despite the massive challenges brought about by Covid-19, our team at KLESN once again demonstrated resilience & delivered another outstanding year.

We placed 36% of all clients into employment, exceeding the target of 30% & broadly in line with the 37% achieved in 2019. In doing so we exercised excellent budget discipline bringing costs in at 96% of 2019 levels. Our commitment to quality remains high as evidenced in a recent Dept. of Social Protection monitoring Audit which remarked that our service was observed as being delivered to a high standard.

The future of KLESN has always been uncertain. Staff have consistently worked without the certainty of employment beyond the calendar year. This uncertainty has been further dialled up with an impending Procurement bid by our funder that is likely to happen later in Q2 of 2021, this for the work we have done over the past number of years by way of annual contract bid. While this tendering process is unsettling for our staff, we will do what we have always done & represent our clients to the best of our ability, 'making a difference' & building on our track record of highest achieving LESN in the Country (of 26 other LESN's).

In June of this year, it will be 25 years since we first opened our doors & we can be very proud of the work of the coordinators network who combine to work effectively to increase our visibility on the national front. The LES continue to strive for the disadvantaged in our society, many of whom have no access to training & others who may require basic literacy & numeracy skills before being job ready. We have had remarkable dedication from colleagues over those 25 years & to all of you, thank you so much for the positive impact you have had on those seeking employment & their families.

As we look forward to the future, we have further strengthened our board & I am confident we have the right skillsets in place that will serve us well through 2021. Thank you to all current & past Board members who have volunteered & given generously of their time. Finally, I would like to thank our Chief Operations Officer, Clodagh who lives the KLESN values daily. Clodagh cares deeply about KLESN, invests so much of herself in the role & exercises a massive duty of care to the teams she supports. On behalf of the board, thank you Clodagh for your dedication, drive & leadership.

Alan Downey
Chairman.
3rd May 2021



INTRODUCTION TO KLESN

County Kildare Local Employment Service was established on the initiative taken in October 1995 by Kildare Centers for the unemployed & has provided a gateway through which unemployed persons have access to opportunities enabling their return to the world of work. KLESN opened its doors in 1996 under the Department of Enterprise Trade & Employment in conjunction with FAS & is now currently under contract to the Department of Social Protection since January 2013.

The Service offers a non-judgement approach, empathy, accurate information & supports to clients who need employment.

KLESN provide essential information & support to local long-term unemployed citizens throughout County Kildare (with offices in Naas, Newbridge, Leixlip, Athy & Kildare Town).

There are eighteen staff members at present.

KLESN has now completed twenty-five successful years of service & operates throughout the County of Kildare while providing services to parts of Carlow, Wicklow, Laois & Meath, it is managed by a voluntary Board of Directors representing the various target groups & agencies.

OFFICE LOCATIONS	TELEPHONE	Chief Ops Officer
Naas – Unit Five Rathasker Square Kilcullen Road Naas	045 895555	Clodagh Judge
Newbridge – Henry Street Newbridge	045 435666	
Athy – 28 Duke Street Athy	059 89632685	
Leixlip – Unit 2 Leixlip Shopping Mall Leixlip	01 6245414	
Kildare Town Office c/o Teach Dara Academy Street	045 521950	

Our Opening Hours Are

Monday – Wednesday 9.00 a.m. 1.00 p.m. & 2.00p.m. – 5.00 p.m.

Thursday – 9.00 a.m. – 1.00 p.m. & 1.30 p.m. – 5.00 p.m.

Friday – 9.00 a.m. – 1.00 p.m. & 1.30 p.m. – 4.00 p.m.



BOARD OF DIRECTORS

The Board of Directors of KLESN reflects a partnership approach. It is constituted of representatives drawn from the community, from state agencies, from our local social partners, our local communities & from voluntary bodies.

The Membership of the KLESN Board in 2020 was as follows –

Alan Downey	Director & Assistant Treasurer International at Kellogg Company (<i>Chair</i>)
Joe Marken	Scouting Ireland (Secretary)
Damien Gill	Procurement Expert, POBAL
Michael Quirke	Governance Specialist
Kilian Fisher	International Public Policy Advisor for IHRSA (Resigned Sept 2020)
David McAndrew	HR Director – EURONEXT (Resigned Oct 2020)
Paula Murray	Maynooth University
Pat O’Mahony	Ex Public Relations, ETB. (Resigned Nov 2020) (Treasurer)

The Executive Board is comprised of the Chair, Treasurer, & Company Secretary.

The Directors are sought by:

- a) Chief Ops Officer, Chairperson & Secretary go through the selection process by way of managing Risk analysis of Board Membership (what roles are we looking to fill)]
- b) Advert is then drawn up by Chief Ops Officer seeking the roles necessary to our business (recently we sought HR / Legal & Funding/Grant seeking as part of the skillset required).
- c) Putting an advert on BoardMatch online, as well as Activelink for Voluntary (unpaid) Board Members.
- d) Submission of CV’s along with Application Form outlining their area of expertise & other Board’s they are members of (for references).
- e) Chief Operations Officer, Chairperson & Secretary then read through all CV’s submitted, selecting those most appropriate for interview/selection.
- f) Next steps are contacting the person directly to begin the relationship of explaining what KLESN do (Chief Ops Officer).
- g) If Application is successful, the entire Board will agree their cultural fit, & the person is contacted by Co-Ordinator & furnished with all documents relating to Membership including recent Board Meeting Minutes/Agenda’s/Governance Code outline/KLESN Constitution/Membership criteria etc.



BOARD MEETING ATTENDANCES – 2020

KLESN Board Meeting held on Monday 27th Jan 2020

Venue: KLESN, Naas.

Present: Clodagh Judge (Chief Operations Officer), Pat O’Mahony, David McAndrew, Alan Downey (Chair), Joe Marken (Secretary).

Apologies: Michael Quirke (Apologies), Damien Gill, (Apologies), Killian Fisher (Retired tonight) & Paula Murray Hart.

KLESN Board Meeting held on Monday 23rd March 2020 – Venue = Video

Present: Teresa Cave (Team Leader/Information officer), Pat O’Mahony, David McAndrew, Alan Downey (Chair), Joe Marken (Secretary), Damien Gill

Apologies: Michael Quirke (Apologies), Clodagh Judge (Chief Operations Officer - Compassionate Leave), Paula Murray Hart.

KLESN AGM held on Monday 15th June 2020. Venue = Zoom

Present: Alan Downey (Chair), Clodagh Judge (Chief Operations Officer), Joe Marken (Secretary), Pat O’Mahony (Cheque Signatory), Damien Gill, David McAndrew. Also present – Eilis Quinlan (Auditor), Quinlan Associates.

Apologies: Michael Quirke (Apologies). **No Staff in Attendance.**

KLESN Board Meeting of Monday 21 September 2020, Venue = Video

Present: Clodagh Judge (Chief Operations Officer – Co-Ordinator), Pat O’Mahony, David McAndrew, Michael Quirke, Alan Downey (Chair), Joe Marken (Secretary).

KLESN Board Meeting of Monday 19th October 2020, Venue = Video

Present: Alan Downey, Joe Marken, Damien Gill, Clodagh Judge.

Apologies. Pat O’Mahony & Michael Quirke. David McAndrew resigned Oct 2020.

KLESN Board Meeting of Monday 16th November 2020, Venue = Video

Present: Alan Downey, Joe Marken, Michael Quirke, Clodagh Judge.

Apologies: Damien Gill.

Pat O’Mahony resigned as at Thursday 12th Nov 2020.



CHIEF OPERATIONS OFFICER'S REPORT

I welcome you to our Annual Report for 2020. A year in which we experienced much global disarray, not least, with the Covid-19 pandemic which hit the world with force following initially affecting Wuhan, China in November 2019. Its force brought a more worrying pandemic to all our localities including those of isolation, loneliness, fear, addiction, anxiety & job-losses. Globally, Covid-19 was documented publicly in such countries where drought, greed, agricultural or political news thwarted the headlines already. But nationally, & locally, Kildare also suffered.

KLESN worked with so many people whose livelihoods were affected, providing an ongoing Essential Service to those who needed it. Be they PUP Payment recipients, Jobseeker Payment Recipients, Disability payment recipients - It didn't matter. They were now seeking our help, not only in returning to work due to partners' losing jobs, seeking help to update CV's, their children's schools closing; leading to childcare & caring issues, as well as the ensuing sickness fears that surrounded our towns & villages, they were now even more isolated than before.....

But KLESN staff, Management & Voluntary Board of Directors managed to pull together to ensure that we continued to achieve the highest of standards throughout this period, not least:

- a) Providing our Essential Service to our community, without interruption.
- b) Providing full working hours to our staff, in safe surroundings in all offices locally.
- c) Continuing to work with local clients, trainers, agencies, & our Funder (Intreo/DSP) in ensuring that all services were continually available, all funding provided, & all clients met in new & re-focused ways, in order that everyone got a chance to speak, to talk, to question & to listen to the advice given, & ultimately, to progress.....

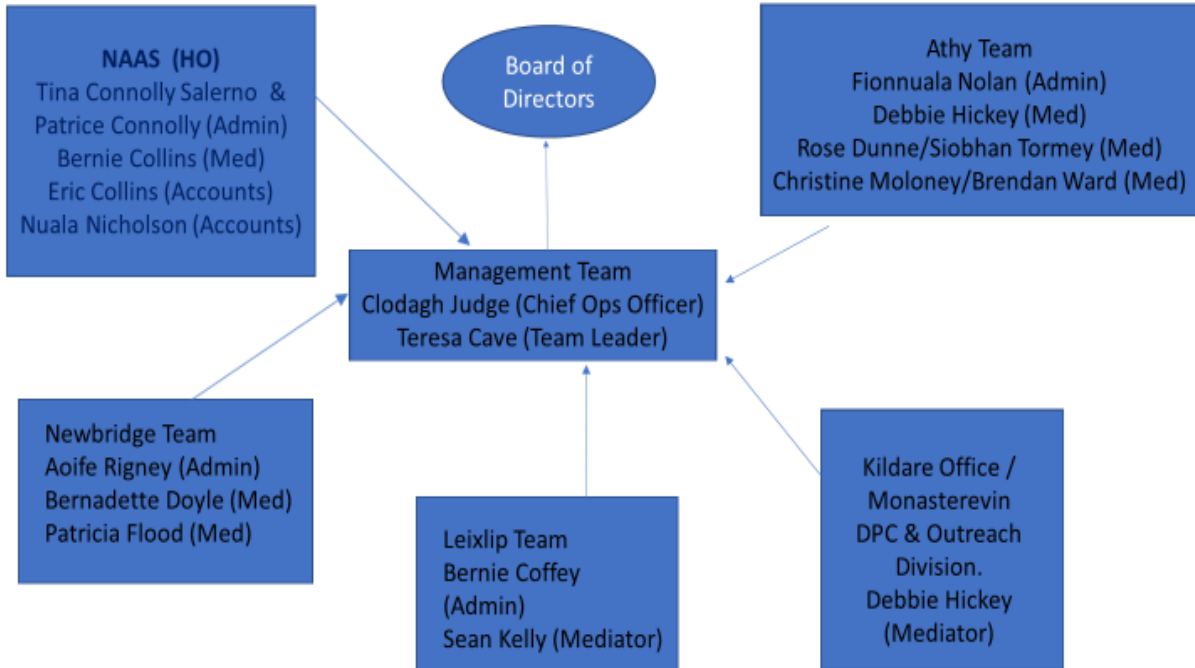
It is envisaged that the Process by which we had been contracted annually since 2012 will change in 2021, in our 25th year of operating. We may be expected to tender for our work under EU Procurement Law, which may lead to further changes in the provision of our services in the years' ahead. But, like any other charity, we are open to change. We have made hundreds of changes in my 5+ years with KLESN. Embracing all those changes & continuing to provide a superb service within our local community. We have continually adapted & tailored our services to deliver a resilient performance in a challenging market!

Results:

In 2020, during a global pandemic, our contract expected us to achieve a **target of 30% job-placement from all case-closed clients seen, KLESN beat that & placed 36% of our clients into work, not 30%**! While we are not allowed to publicly shout our results from the rooftops, rest assured, it was a phenomenal result, particularly during a global pandemic. We continue to be thankful of the expertise of our team, & the willingness of our clients to go that extra mile with us, often, scared of the future, but knowing we are there right beside them, on that Journey of discovery.

2020				% OF 2020	% relative to LY Exp	F/T Jobs Placed	Cost p/F/T job	Cost p/Job	
Staffing				93.26%	96.81%	404	€2,336.39	€1,741.52	
Overheads				94.96%	100.22%				
Capital				€0.00	0.00%				
Mediator				65.79%	74.79%				
				90.88%	95.97%				
2019				than LY					
				% OF 2019	% relative to LY Spend	F/T Jobs Placed	Cost p/F/T job	Cost p/Job	
Staffing				96.42%	98.45%	579	€1,698.61	€1,248.09	
Overheads				99.38%	99.20%				
Capital				0.00%	0.00%				
Mediator				87.96%	108.19%				
				96.37%	98.26%				
2018				LY					
				% OF 2018	% relative to LY Funds	F/T Jobs Placed	Cost p/F/T job	Cost p/Job	
Staffing				97.94%	105%	563	€1,777.84	€1,299.90	
Overheads				100%	103%				
Capital				100%	0%				
Mediator				81%	132%				
				97%	106%				
2020	Dec-20	237 clients trained with 51416.20 + 132 clients trained Freely = 139.34 cost per client							
Staffing	Dec-20	404 clients placed in F/T & 138 clients placed in P/T roles in 2020 = 542 clients placed!							
Overheads	2019	Dec 2019 -	518 Clients trained totalling €68745 + 35 trained freely = cost of € 124.31 per client						
Capital	Dec 2019 -	Placement of 579 Clients into F/T Work & 209 into Part-time work = 788 employed							
Mediator	2018	Dec 2018 -	317 Clients trained totalling €63541 = cost of €200.44 per client						
	Dec 2018 -	Placement of 563 Clients into F/T Work & 207 into Part-time work = 770 clients employed							

KLESN – Team Breakdown



KLESN – TEAM BREAKDOWN UPDATED 04/11/2020

SERVICE & TARGET GROUPS

The services provided by KLESN are tailored to the needs of each individual client. Our Key Services are as follows

Placement Service:

Registration, career guidance, vacancy matching & placement into employment of 30 + hours

Progression Planning:

Registration, referral onto education training programmes & /or employment of less than 30 hours within the context of a Personal Progression Plan.

Labour Market Information:

Provision of information & advice on areas that relate to the labour market situation, such as welfare-to work issues, education, employment & training opportunities, including referral of the client to related services.



Mediation & Guidance:

Registration & orientation; provision of intensive personalized guidance leading to development of a career path plan; career counselling; assistance with securing active labour market programmes & employment & post-placement support.

Group Guidance:

Provision of tailored options to meet the needs of a specific client group.

Client-Employer Liaison:

Contact with employers, identification of vacancies suited to clients & potential training needs; advocating on behalf of clients; information & referral to job vacancies.

Post-Employment Programmes Assistance:

Provision of the full range of KLESN supports to persons experiencing difficulty in accessing employment from labour market programmes.

Post-Training/ Education Programme Assistance:

Provision of the full range of KLESN supports to persons experiencing difficulty in accessing employment on completion of employment related training or education.

In-Employment Support:

Provision of advice & assistance to clients who have gained employment who may be experiencing difficulty in sustaining their employment.

TARGET CLIENTS FOR KLESN

Target clients for the KLES are set out in the Department of Social Protection Contract & are as follows:

Activation Clients (clients referred to KLESN by Department of Social Protection)

- ✓ DSP Activation Referrals

Other Client Groups (clients targeted by KLESN)

- ✓ Persons in receipt of OPFP
- ✓ Early School Leavers
- ✓ Persons with a Disability (PwD)
- ✓ Qualified Adults
- ✓ Non LR Employment Returners
- ✓ Travellers



- ✓ Offender/ex-offender
- ✓ Refugees
- ✓ Low-income Smallholder
- ✓ Protection Applicants (PAs)

1. DSP Activation Referrals: are persons selected for activation & referred by DSP to the KLESN for career/vocational guidance, job placement & progression services. This categorization holds for a period of 12 months from the date of referral to KLESN

2. OPFP: are persons in receipt of the One Parent Family Payment.

3. Early School Leavers: are defined as clients presenting or referred who are 16 to 21 years of age inclusive, who have officially left school without sitting their Leaving Certificate & who are experiencing difficulties in the labour market. If under 18 years, the client should produce written evidence from parents/guardians, or the last school attended that she/he has officially left the school or be referred by the Education Welfare Board.

4. Persons with a Disability: are persons with a disability who present at the KLESN for service, are targeted by the KLESN as part of their contract requirements or who are referred to the KLESN from an Intreo Office.

5. Qualified Adults: are adult dependents of a person on Jobseekers Benefit or Allowance.

6. Non LR Employment Returners are:

- Persons who have been out of the workforce due to caring duties.
- Are not in receipt of Jobseekers Allowance or Jobseekers Benefit.
- Are not on any existing caseload.
- Are identified as wishing to return to work &
- Who need assistance or training to take the next step to paid employment.
-

7. Travellers: are clients who are members of the travelling community



8. Offender/Ex-Offender: are persons who have been released or are about to be released from a period of incarceration.

9. Refugees: before providing a service to this group, the individual's eligibility for services must be confirmed.

10. Low Income Smallholder: are persons with a small farm holding.

11. Protection Applicants: are International Protection applicants who have been given access to the Labour Market & have a letter from the Department of Justice & Equality confirming they are approved for the administrative scheme to take steps to become self-employed.



REGISTRATION 2019



2019 PtW Registration = 1202

2019 KLESN Registration = 339

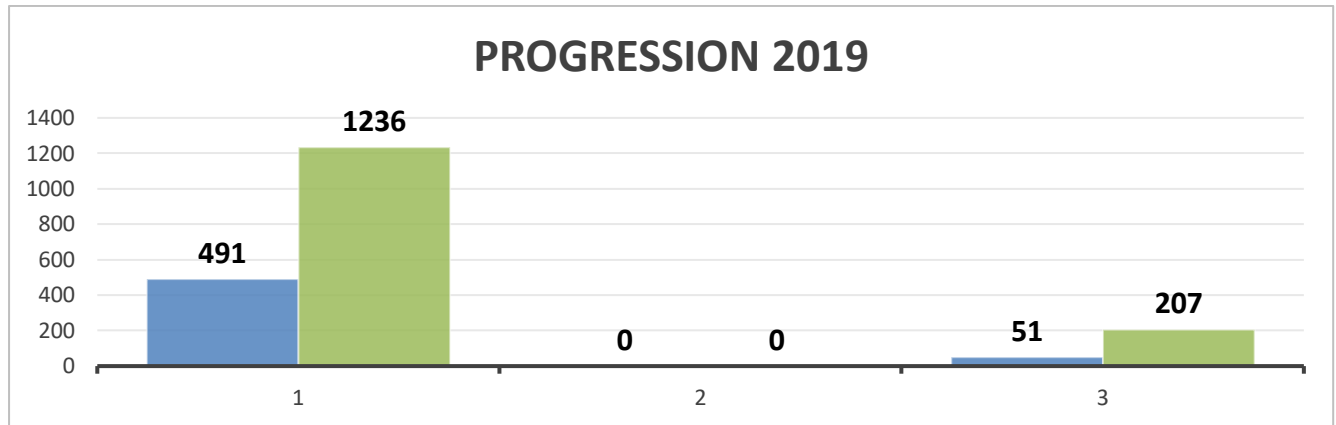
REGISTRATION 2020



2020 PtW Registration = 840 2020 KLESN Registration = 186
Due to Covid-19 we were closed to the public from March 2020 – Dec 2020.

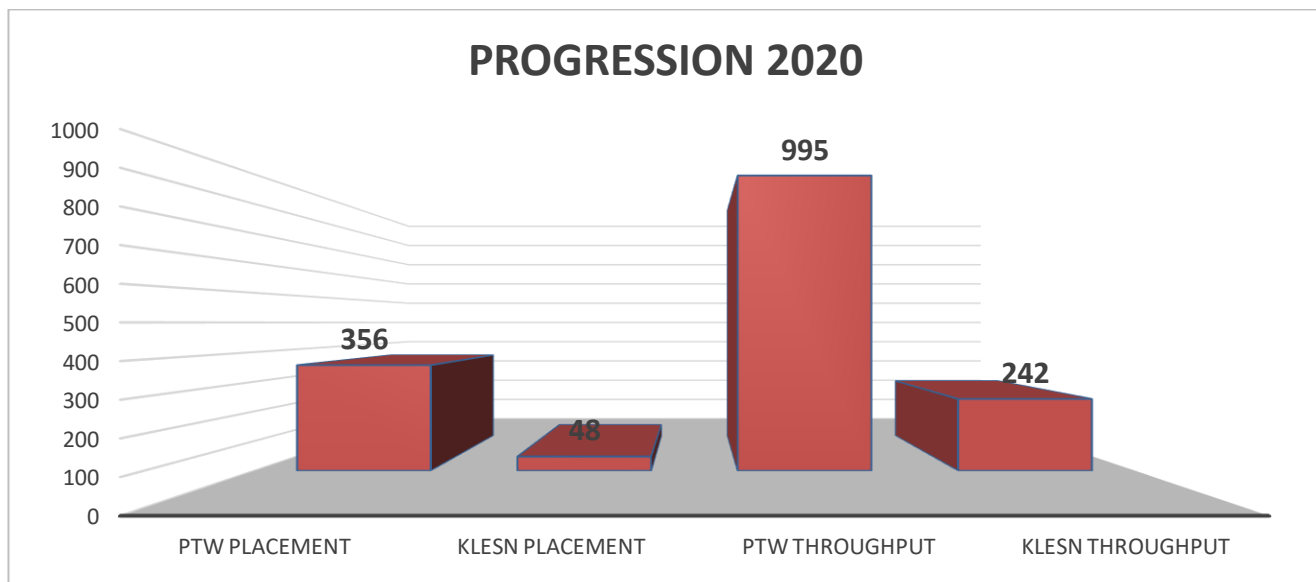


PROGRESSION 2019



2019 Placement PtW Clients = 491 **2019 Placement KLESN Clients = 51**
2019 Throughput/CaseClosed PtW Clients = 1236 **2019 Throughput/CaseClosed KLESN Clients = 207**

PROGRESSION 2020



2020 Placement PtW Clients = 356 **2020 Placement KLESN Clients = 48**
2020 Throughput/CaseClosed PtW Clients=995 **2020 Throughput/CaseClosed KLESN Clients=242**

CLIENT TESTOMINALS

1. I got in contact as I was having trouble finding employment. It was a very informative. I felt I had an outlet to discussing my concerns ab out my future employment. The outcome lately having been to do Business & Marketing Course & to work with Enterprise about opening my own company, which should be opening soon.



2. I got in touch with the Local Employment Service to have my Curriculum Vitae updated & get some training because I needed to get a secure job. I had a very good experience of working with the Local Employment Service, I got a professional Curriculum Vitae & a grant to do a course.

I got a full-time job from my training which was Information & Administration Course.

3. Referral from Intreo – Very positive, the LES are supportive & understanding of my individual circumstances & gave me helpful advice on work & education opportunities. At the present time we are looking at the Business Enterprise Skills Course as a suitable up-skilling in preparation for re-entry into the workplace.

EMPLOYER TESTIMONIAL

Where did you hear about the LES, please give details?

I hadn't known about the KLESN until attending a meeting with their Chief Ops Officer in January 2019. Since that time their Co-Ordinator & myself have collaborated on several roles that required review, & I am delighted to state that we have recruited at a local level & a National level with KLESN since that time.

What made our service stand out?

Staff are caring, committed, diligent, knowledgeable of the wide range of services available for individuals & employers & are extremely helpful in helping you access to all available services

Was there any reason why you would not like to use our service?

No.

What have you been able to achieve since using our service or how have the LES helped your company?

We have recently given full time employment to a Lady who was recommended to us by Clodagh at KLESN. This person has now been employed for 12 months & is growing in ability & popularity every day. Our customers love her, & our team are almost completely dependent on her excellent organizational skills!



What's the main reason you would recommend our service to other people?

Not least, the service offers a listening ear, a caring tone, a reassuring voice & a commitment, that would not be found in any privatized environment.

What's the main difference in the LES in comparison to other similar services?

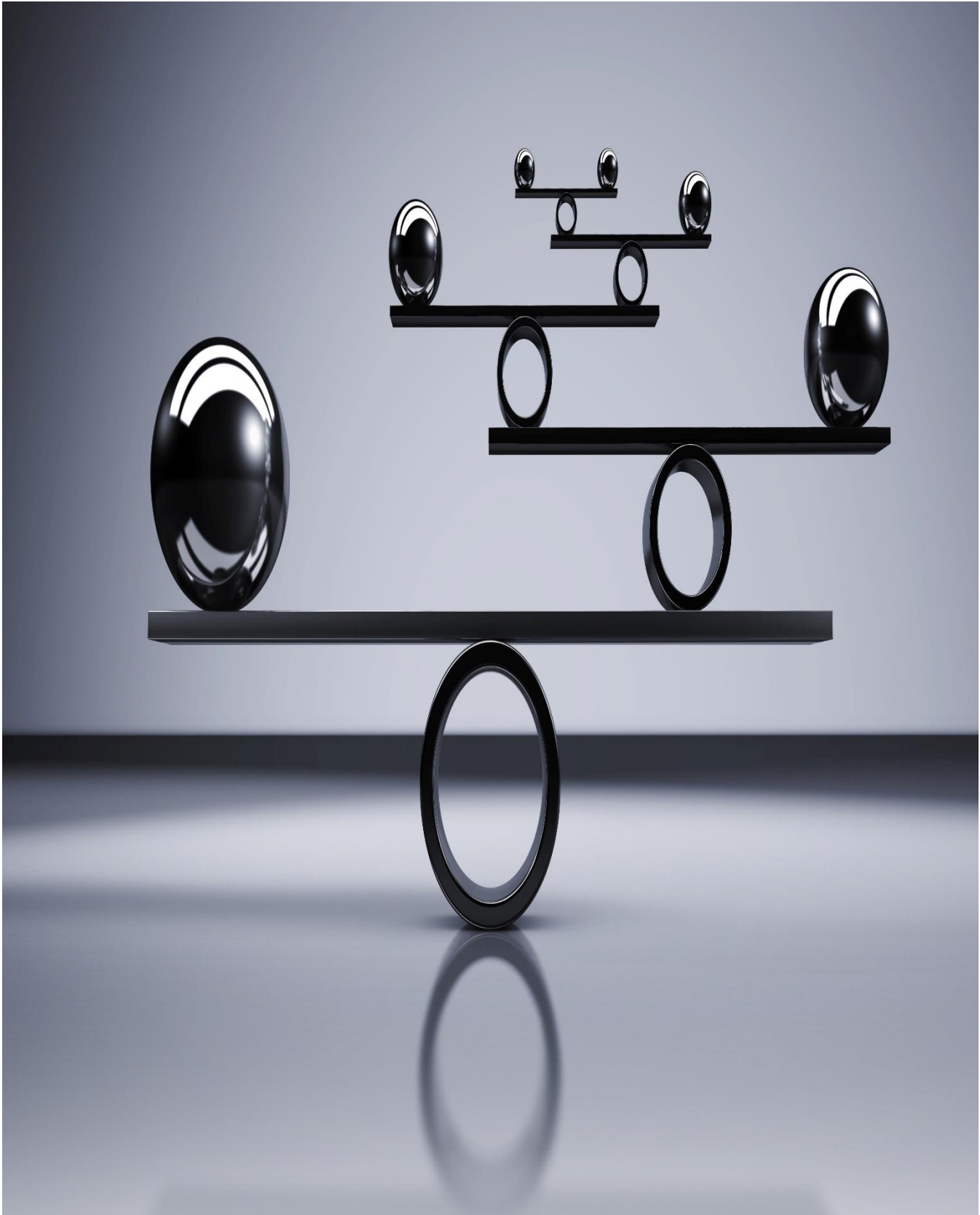
Confidentiality, diligence, & high standards – at zero cost to the Employer!

Was there anything we could have done differently?

Absolutely not. What an empowering group of people, working daily with disadvantage, yet positive, focused & caring about the company & referred clients.

Is there anything else that you would like to comment on or say about our service?

I cannot speak highly enough of the KLESN group of companies & the hard-working, dedicated, committed & focused staff.





COUNTY KILDARE LOCAL EMPLOYMENT SERVICE NETWORK

PERSONAL ONE-TO ONE	SUPPORTING YOU	CAREER GUIDANCE	WORKING TOGETHER
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INFORMATION	JOB SEEKING SKILLS	PUTTING YOU FIRST
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CONTACT US AT THE FOLLOWING CENTRES:

<p>Head Office</p> <p>Unit Five Rathasker Square Kilcullen Rd Naas Co. Kildare Tel: 045 895555 Email: naas@cokildareles.ie</p>	<p>Athy Office</p> <p>28 Duke Street Athy Co Kildare Tel: 059 8632685 Email: athy@cokildareles.ie</p>
<p>Leixlip Office</p> <p>Unit 2 Leixlip Shopping Mall Main Street Leixlip Co. Kildare Tel: 01 6245414 Email: leixlip@cokildareles..ie</p>	<p>Newbridge Office</p> <p>Henry Street Newbridge Co. Kildare Tel: 045 435666 Email: newbridge@cokildareles.ie</p>
<p>Kildare Town Office</p> <p>C/O Teach Dara Academy Street Kildare Town Kildare Tel: 045 521950 Email: kildare@cokildareles.ie</p>	